

CITY OF RICHMOND

JOB DESCRIPTION

POSITION TITLE: Customer Service Technician

PAY GROUP: G-2

FLSA STATUS: Non-Exempt

POSITION FUNCTION SUMMARY: Under general supervision, work with the crew to repair and maintain the City's water and sewer system. Responsible for field assessment; occasional service connects and disconnects; minor valve and manhole maintenance; cleaning and televising sewer lines; recommends methods for correcting problems that are the property owner's responsibility.

<p>ESSENTIAL DUTIES AND RESPONSIBILITIES: THE STATEMENTS BELOW ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY INDIVIDUAL(S) ASSIGNED TO THIS POSITION. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED OF PERSONNEL SO CLASSIFIED IN THIS POSITION. THE POSITION DESCRIPTION IS SUBJECT TO CHANGE BY THE CITY AS THE NEEDS OF THE CITY AND REQUIREMENTS OF THE POSITION CHANGE.</p>

- Responds to initial customer complaints relating to water and sewer service requests while maintaining good public relations. This includes preliminary leak diagnosis and minor repairs of leaks, stoppage diagnosis of complaints and determines what steps, if any, to be taken to remedy the complaint.
- Conduct re-reads when necessary
- Responsible for cut-offs and re-connects
- Responsible for setting new meters
- Assist with cleaning and televising sewer lines.
- Conducts minor repairs to meters and the distribution system.
- Executes service calls as work orders dictate. Conducts work orders as they are delegated from the Supervisor.
- Minor valve and manhole maintenance required
- Work involves evening, weekends and holidays.
- Required to work overtime and on-call on a rotation basis.
- Heavy customer contact.

- Required to work as an essential employee before, during and after an emergency or disaster.
- Required to complete work orders and submit them timely.
- Must be able to diagnose odor complaints and discolored water.
- Performs any other duties and responsibilities as directed by the Supervisor.

CONTACT WITH OTHERS: TO PERFORM THIS POSITION SUCCESSFULLY, AN INDIVIDUAL(S) MAY BE REQUIRED TO HAVE CONTACT/COMMUNICATIONS WITH INDIVIDUALS INTERNALLY AND EXTERNALLY ON A REGULAR BASIS.

EMPLOYEES WITHIN DEPARTMENT	Frequent. Verbal exchange over telephone and in person. Written exchange through correspondence such as letters, reports, and memoranda.
OTHER CITY EMPLOYEES	Occasional. Verbal exchange over telephone and in person.
GENERAL PUBLIC/CITIZENS	Frequent. Verbal exchange in person and over telephone.
COMMUNITY ORGANIZATIONS	Seldom. Verbal exchange over telephone and in person.
ELECTED OFFICIALS	Rarely. Verbal exchange over telephone and in person.
VENDORS/CONTRACTORS/REGULATORY AGENCIES	Occasional. Verbal exchange over telephone and in person.

QUALIFICATION REQUIREMENTS: TO PERFORM THIS POSITION SUCCESSFULLY, AN INDIVIDUAL(S) MUST BE ABLE TO PERFORM EACH ESSENTIAL DUTY AND RESPONSIBILITY SATISFACTORILY. THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL, AND/OR ABILITY REQUIRED.

KNOWLEDGE:

- Requires knowledge of tools and equipment used in the maintenance and repair of City water and sewer lines.
- This position requires mechanical abilities and working knowledge of plumbing.

SKILLS/ABILITIES:

- This position is moderately physical in nature and may demand moving from remote location to remote location over a variety of terrain.
- Ability to follow oral and written directions.
- Ability to maintain daily work orders.
- Ability to establish and maintain effective working relationships with coworkers, supervisors and the general public.
- Must be able to reason out complex tasks and plan for project completion.
- Must be able to work well in a team; have basic interpersonal skills; and be effective under self-supervision.
- Ability to operate a jet machine.

EDUCATION, EXPERIENCE AND TRAINING: THE PREFERRED WAY TO OBTAIN THE MINIMUM KNOWLEDGE, SKILLS AND ABILITIES TO PERFORM THE ESSENTIAL DUTIES AND RESPONSIBILITIES OF THIS POSITION ARE LISTED BELOW. THE CITY RESERVES THE RIGHT TO ALLOW SUBSTITUTIONS IN THE EVENT THAT A CANDIDATE OR INCUMBENT EXCEEDS REQUIREMENTS IN ONE AREA BUT MAY BE DEFICIENT IN ANOTHER.

Education:

- Requires a high school diploma or a GED certificate.

Training (License and/or Certification):

- Valid Class "C" Texas Drivers License
- TCEQ Class C distribution license desired or should be obtained within 2 years of employment.
- TCEQ Class II wastewater collection license desired or should be obtained within 3 years of employment.

PHYSICAL DEMANDS: THE PHYSICAL DEMANDS DESCRIBED HERE ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS TO PERFORM THE ESSENTIAL FUNCTIONS.

STAND/WALK	May occur on concrete, asphalt, rough terrain and may walk on structurally unsafe surfaces.
SIT	Must be able to sit at a workstation for extended periods of time, and to travel in a car for several hours without a break. Must be able to enter a motor vehicle without assistance.
TALK/LISTEN	Must be able to discern two-way radio, telephone and conversational speech without loss of understanding.
DEXTERITY	Must be able to operate a motor vehicle, PDA, and telephone, write legible notes and correspondence, pick up items, manipulate equipment, and use small tools.
CLIMB/BALANCE	Required while climbing stairs if elevator is unavailable or to obtain equipment or files for top shelves of storage areas.
STOOP/CRAWL/ KNEEL/CROUCH	Must be able to bend over to pick up items that are dropped on the ground. Also must be able to bend, reach to service, load, and maintain necessary equipment.
LIFT/MOVE/ PUSH/PULL	Must be able to lift 75lbs without assistance.
VISION	Must be correctable to 20/20; be able to drive a motor vehicle in both daylight and dark conditions.

WORK ENVIRONMENT: THE WORK ENVIRONMENT CHARACTERISTICS DESCRIBED HERE ARE REPRESENTATIVE OF THOSE AN EMPLOYEE ENCOUNTERS WHILE PERFORMING THE ESSENTIAL FUNCTIONS OF THIS JOB. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS TO PERFORM THE ESSENTIAL FUNCTIONS.

NORMAL HOURS/ DAYS OF WORK	8:00 a.m. to 5:00 p.m Monday through Friday
DESCRIPTION OF DAILY WORK ENVIRONMENT	The majority of the work will be outside where the employee will be exposed to sun, heat, humidity, rain, cold, and automobile traffic. At times, the employee will be at remote locations traveling unlevelled terrain and working in underground areas in tight spaces.

This Job Description does not constitute an employment agreement between the City of Richmond and the employee. This position is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature

Date

Revised: 7/2018